

Ref.	SLA1	SLA1.1	SLA2	SLA2.1	SLA2.2	SLA3	SLA3.1	SLA3.2	SLA4	SLA4.1	SLA4.2	SLA5	SLA5.1	SLA5.2	SLA6	SLA7	SLA8	SLA9
Nome	Disponibilidade das API PSD2 *	Disponibilidade das API PSD2 - Responsabilidade SIBS	Performance para PISP	Performance para PISP - Componente SIBS	Performance para PISP - Componente Banco	Performance para AISP	Performance para AISP - Componente SIBS	Performance para AISP - Componente Banco	Performance para CBPII	Performance para CBPII - Componente SIBS	Performance para CBPII - Componente Banco	Taxa de Erros nas respostas aos TPPs	Taxa de Erros nas respostas - Responsabilidade SIBS	Taxa de Erros nas respostas - Responsabilidade Bancos	Resolução incidentes - Críticos	Resolução incidentes - Alta	Resolução incidentes - Média	Resolução incidentes - Baixa
SLA	99,0 %	99,0%	5.000 ms	2.500 ms	2.500 ms	7.000 ms	3.500 ms	3.500 ms	5.000 ms	2.500 ms	2.500 ms	10%	5%	5%	90% em < 4h	90% em < 16h	80% em < 2 dias úteis	80% em < 5 dias úteis
EBA GL	2.2	NA	2.3.a	NA	NA	2.3.b	NA	NA	2.3.c	NA	NA	2.3.d	NA	NA	6.1	6.1	NA	NA
Total	100%	100%	0	0	0	1.997	695	2.574	0	0	0	17,81%	0,22%	17,59%	n.a.	n.a.	n.a.	n.a.
01-out	100%	100%	0	0	0	0	0	0	0	0	0	0,00%	0,00%	0,00%				
02-out	100%	100%	0	0	0	0	0	0	0	0	0	0,00%	0,00%	0,00%				
03-out	100%	100%	0	0	0	0	0	0	0	0	0	0,00%	0,00%	0,00%				
04-out	100%	100%	0	0	0	0	0	0	0	0	0	100,00%	0,00%	100,00%				
05-out	100%	100%	0	0	0	0	0	0	0	0	0	100,00%	0,00%	100,00%				
06-out	100%	100%	0	0	0	0	0	0	0	0	0	100,00%	0,00%	100,00%				
07-out	100%	100%	0	0	0	1.684	0	0	0	0	0	19,78%	0,00%	19,78%				
08-out	100%	100%	0	0	0	2.447	0	0	0	0	0	5,67%	0,00%	5,67%				
09-out	100%	100%	0	0	0	2.256	0	0	0	0	0	12,50%	0,00%	12,50%				
10-out	100%	100%	0	0	0	1.653	0	0	0	0	0	12,50%	0,00%	12,50%				
11-out	100%	100%	0	0	0	1.417	0	0	0	0	0	21,95%	0,00%	21,95%				
12-out	100%	100%	0	0	0	1.021	0	0	0	0	0	40,91%	0,00%	40,91%				
13-out	100%	100%	0	0	0	2.079	0	0	0	0	0	91,67%	0,00%	91,67%				
14-out	100%	100%	0	0	0	2.524	0	0	0	0	0	13,51%	0,00%	13,51%				
15-out	100%	100%	0	0	0	1.977	0	0	0	0	0	38,95%	0,00%	38,95%				
16-out	100%	100%	0	0	0	2.805	0	0	0	0	0	16,67%	0,00%	16,67%				
17-out	100%	100%	0	0	0	1.619	0	0	0	0	0	9,09%	0,00%	9,09%				
18-out	100%	100%	0	0	0	1.459	0	0	0	0	0	6,98%	0,00%	6,98%				
19-out	100%	100%	0	0	0	1.793	765	1.712	0	0	0	61,54%	0,00%	61,54%				
20-out	100%	100%	0	0	0	1.769	537	1.895	0	0	0	33,33%	0,00%	33,33%				
21-out	100%	100%	0	0	0	1.849	673	1.911	0	0	0	10,34%	0,00%	10,34%				
22-out	100%	100%	0	0	0	1.767	556	2.422	0	0	0	0,00%	0,00%	0,00%				
23-out	100%	100%	0	0	0	1.456	607	1.520	0	0	0	2,65%	1,77%	0,88%				
24-out	100%	100%	0	0	0	2.415	598	2.621	0	0	0	12,68%	12,68%	0,00%				
25-out	100%	100%	0	0	0	1.284	609	1.895	0	0	0	12,05%	0,00%	12,05%				
26-out	100%	100%	0	0	0	2.991	552	7.318	0	0	0	53,85%	0,00%	53,85%				
27-out	100%	100%	0	0	0	8.525	735	8.903	0	0	0	69,23%	0,00%	69,23%				
28-out	100%	100%	0	0	0	924	538	1.691	0	0	0	2,78%	0,00%	2,78%				
29-out	100%	100%	0	0	0	1.380	755	1.623	0	0	0	17,46%	0,00%	17,46%				
30-out	100%	100%	0	0	0	2.017	760	1.795	0	0	0	31,03%	0,00%	31,03%				
31-out	100%	100%	0	0	0	2.021	724	2.095	0	0	0	12,50%	0,00%	12,50%				
01-nov	100%	100%	0	0	0	2.493	686	3.614	0	0	0	44,44%	0,00%	44,44%				
02-nov	100%	100%	0	0	0	1.290	671	2.063	0	0	0	33,33%	0,00%	33,33%				
03-nov	100%	100%	0	0	0	1.904	648	2.511	0	0	0	33,33%	0,00%	33,33%				
04-nov	100%	100%	0	0	0	1.734	693	1.735	0	0	0	13,04%	0,00%	13,04%				

05-nov	100%	100%	0	0	0	1.872	705	1.991	0	0	0	14,71%	0,00%	14,71%
06-nov	100%	100%	0	0	0	1.333	630	2.093	0	0	0	4,92%	0,00%	4,92%
07-nov	100%	100%	0	0	0	1.834	656	1.793	0	0	0	7,89%	0,00%	7,89%
08-nov	100%	100%	0	0	0	2.087	738	1.949	0	0	0	7,14%	0,00%	7,14%
09-nov	100%	100%	0	0	0	2.104	650	2.512	0	0	0	34,48%	0,00%	34,48%
10-nov	100%	100%	0	0	0	2.418	788	3.261	0	0	0	60,00%	0,00%	60,00%
11-nov	100%	100%	0	0	0	1.473	736	2.064	0	0	0	9,68%	0,00%	9,68%
12-nov	100%	100%	0	0	0	2.437	718	2.183	0	0	0	3,09%	0,00%	3,09%
13-nov	100%	100%	0	0	0	1.482	655	2.084	0	0	0	9,38%	0,00%	9,38%
14-nov	100%	100%	0	0	0	1.563	603	1.893	0	0	0	10,30%	0,00%	10,30%
15-nov	100%	100%	0	0	0	1.510	621	1.824	0	0	0	46,05%	0,00%	46,05%
16-nov	100%	100%	0	0	0	2.243	667	2.500	0	0	0	24,59%	0,00%	24,59%
17-nov	100%	100%	0	0	0	1.609	629	2.049	0	0	0	25,81%	0,00%	25,81%
18-nov	100%	100%	0	0	0	1.661	610	1.892	0	0	0	23,81%	0,00%	23,81%
19-nov	100%	100%	0	0	0	2.931	614	3.351	0	0	0	23,16%	0,00%	23,16%
20-nov	100%	100%	0	0	0	1.737	586	2.212	0	0	0	14,77%	0,00%	14,77%
21-nov	100%	100%	0	0	0	1.636	589	2.829	0	0	0	10,11%	0,00%	10,11%
22-nov	100%	100%	0	0	0	1.350	655	1.995	0	0	0	18,29%	0,00%	18,29%
23-nov	100%	100%	0	0	0	1.800	602	3.461	0	0	0	18,75%	0,00%	18,75%
24-nov	100%	100%	0	0	0	2.038	715	3.969	0	0	0	37,50%	0,00%	37,50%
25-nov	100%	100%	0	0	0	2.214	620	3.207	0	0	0	5,91%	0,00%	5,91%
26-nov	100%	100%	0	0	0	2.165	634	3.007	0	0	0	19,40%	0,00%	19,40%
27-nov	100%	100%	0	0	0	3.022	632	4.571	0	0	0	20,00%	0,00%	20,00%
28-nov	100%	100%	0	0	0	1.534	700	2.500	0	0	0	45,45%	0,00%	45,45%
29-nov	100%	100%	0	0	0	2.403	674	2.476	0	0	0	9,88%	0,00%	9,88%
30-nov	100%	100%	0	0	0	1.291	638	2.615	0	0	0	25,00%	0,00%	25,00%
01-dez	100%	100%	0	0	0	1.851	749	2.147	0	0	0	28,00%	0,00%	28,00%
02-dez	100%	100%	0	0	0	2.106	701	2.071	0	0	0	15,15%	0,00%	15,15%
03-dez	100%	100%	0	0	0	2.374	692	2.333	0	0	0	18,06%	0,00%	18,06%
04-dez	100%	100%	0	0	0	2.504	610	2.791	0	0	0	9,68%	0,00%	9,68%
05-dez	100%	100%	0	0	0	2.202	755	2.604	0	0	0	15,63%	0,00%	15,63%
06-dez	100%	100%	0	0	0	2.175	699	2.952	0	0	0	19,59%	0,00%	19,59%
07-dez	100%	100%	0	0	0	1.880	865	2.029	0	0	0	37,50%	0,00%	37,50%
08-dez	100%	100%	0	0	0	2.053	653	3.020	0	0	0	9,21%	0,00%	9,21%
09-dez	100%	100%	0	0	0	1.791	720	2.283	0	0	0	9,50%	0,00%	9,50%
10-dez	100%	100%	0	0	0	1.584	676	2.371	0	0	0	20,34%	0,00%	20,34%
11-dez	100%	100%	0	0	0	2.494	687	3.074	0	0	0	14,67%	0,00%	14,67%
12-dez	100%	100%	0	0	0	2.603	710	3.324	0	0	0	8,14%	0,00%	8,14%
13-dez	100%	100%	0	0	0	2.069	688	2.034	0	0	0	24,19%	0,00%	24,19%
14-dez	100%	100%	0	0	0	2.979	748	3.201	0	0	0	13,16%	0,00%	13,16%
15-dez	100%	100%	0	0	0	1.812	625	2.256	0	0	0	26,92%	0,00%	26,92%
16-dez	100%	100%	0	0	0	2.404	747	2.966	0	0	0	11,20%	0,00%	11,20%
17-dez	100%	100%	0	0	0	1.195	705	2.499	0	0	0	10,53%	0,00%	10,53%
18-dez	100%	100%	0	0	0	2.231	787	2.452	0	0	0	13,04%	0,00%	13,04%
19-dez	100%	100%	0	0	0	1.822	731	2.275	0	0	0	15,00%	0,00%	15,00%

20-dez	100%	100%	0	0	0	2.248	793	2.325	0	0	0	14,18%	0,00%	14,18%
21-dez	100%	100%	0	0	0	2.547	820	3.776	0	0	0	20,45%	0,00%	20,45%
22-dez	100%	100%	0	0	0	2.471	844	3.183	0	0	0	17,59%	0,00%	17,59%
23-dez	100%	100%	0	0	0	2.287	891	2.957	0	0	0	14,63%	0,00%	14,63%
24-dez	100%	100%	0	0	0	3.811	2.260	3.826	0	0	0	32,00%	4,00%	28,00%
25-dez	100%	100%	0	0	0	1.045	621	2.257	0	0	0	40,00%	0,00%	40,00%
26-dez	100%	100%	0	0	0	1.858	634	2.387	0	0	0	15,22%	0,00%	15,22%
27-dez	100%	100%	0	0	0	1.895	704	2.738	0	0	0	11,57%	0,00%	11,57%
28-dez	100%	100%	0	0	0	2.592	736	4.409	0	0	0	32,14%	0,00%	32,14%
29-dez	100%	100%	0	0	0	2.761	722	3.060	0	0	0	30,77%	0,00%	30,77%
30-dez	100%	100%	0	0	0	1.528	633	3.249	0	0	0	9,43%	0,00%	9,43%
31-dez-	100%	100%	0	0	0	1.756	580	2.743	0	0	0	21,43%	0,00%	21,43%